

Policyholder TESTIMONIALS



(800) 550-1911

"I had no clue that there was such an agency. I saw a light at the end of my very dark tunnel. I can't thank you all enough for being so comforting during our time of need."

-Violet & David Humphries, Hubbard, Ohio

"Thank you so much for all your help. You made a bad situation almost disappear. I wasn't sure where I was going to take my kids after our fire, but you were there every day with updates. You gave me peace of mind. I am very grateful to you. Thank you!"

-Stefanie Lozano, Victorville, California

"The move to our new residence was stress free due to your service. I was impressed that we were able to move into the home we had chosen and everything was taken care of for us. We were living in a fully furnished house a week after losing our home to a fire. Great job!"

- Belinda & John Mueller, West Linn, Oregon

"Your company exceeded my expectations in every way possible. And the only way I can describe Mel would be as an angel sent down from heaven! Thank you!"

-Linda Gonzalez, Waterbury, Connecticut

"You were wonderful to work with and very patient with me during some of my most difficult days. I was dealing with so much and with so many people, yet you remained calm, courteous and very professional at all times. Thank you DMA Insurance Housing Assistants!"

-Kim Montoya, Lakewood, Colorado

"You exceeded our expectations above and beyond under difficult circumstances and are the most professional organization with extraordinary customer service that I have seen in a long time. Thank you for helping me and my family during a very stressful time in our lives. Many thanks!"

-Sheri & Michael Sanders, Litchfield Park, Arizona

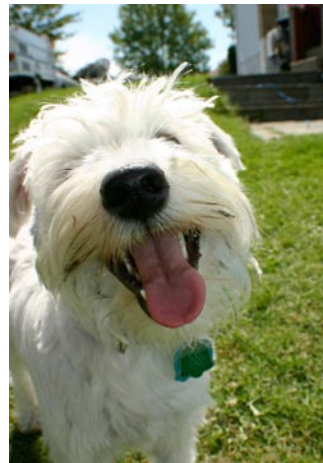


Policyholder Guide to INSURANCE HOUSING

*Temporary housing for the unique
needs of the insurance industry®*

DMA INSURANCE HOUSING ASSISTANTS
(800) 550-1911

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Welcome to DMA INSURANCE HOUSING ASSISTANTS

For over a decade, DMA Housing, Inc. has been assisting families throughout the United States who have been displaced from their homes due to a significant property loss. DMA specializes in handling everything from hotel accommodations to fully furnished homes, assisting with the complex housing process from start to finish. A team of highly trained housing coordinators is available to assist with locating, furnishing and accessorizing quality residences to meet each family's individual needs. With extended office hours and an after-hours emergency pager service, the staff at DMA Housing, Inc. is always here to assist.



We walk you through the entire process "STEP-BY-STEP"

The moment DMA Housing, Inc. is assigned to your claim you will receive industry-leading customer service. Utilizing years of experience, the entire staff is available to answer all of your questions, inform you on what to expect and work diligently to find a comfortable housing solution to get you back to your normal routine.

The following assistance is available:

- Hotel arrangements
- Locating and negotiating a rental home that meets specific requirements, including pets and any special needs
- Delivery of complete furnishings including appliances, linens and electronics
- Set-up of direct payment from the insurance company for housing expenses

Frequently ASKED QUESTIONS



What housing options are available?

- Hotels
- Single Family Homes
- Luxury Homes
- Condos and Townhomes
- Duplexes
- Apartments and Flats
- Mobile Homes and Travel Trailers

Is it time and cost efficient to use your service?

Yes. You will end up saving yourself time and your insurance company money by using an insurance housing service. We are experts in relocating families in your situation. DMA Housing, Inc. is an experienced insurance housing vendor.

How long does it take to get moved into a rental home?

The relocation process starts immediately. As the housing staff locates rental options, they will be sent to you with contact information, maps, and directions from your location to the rental. It is important to view the options given to you as quickly as possible. Once you have decided on a rental home, the process of moving you in will progress swiftly (typically within 24-48 hrs).

Where do I stay in the meantime?

From the time of your loss until you choose a rental home, you will need to stay in a hotel, with friends, or with family. DMA Housing can make arrangements for you at a hotel so you are comfortable until you choose a temporary rental home.

What if I already found a rental on my own?

DMA Housing has a Set-up Only program that can help turn your unfurnished rental into a comfortable home immediately.

What if I have my furnishings and I want to bring them?

DMA Housing has a Rent Only program that manages the rent payments for you and your insurance company. This will offer you and your family peace of mind, freeing up valuable time to focus on the restoration of your home.